



OFFICE ASSISTANT 3

Opens: December 6, 2006
Closes: Open until filled. Application review begins December 27, 2006
Salary: \$2,053 - 2,588 per month (range 31)

LOCATION: There is one opening in Downtown Seattle with the Uniform Medical Plan Division of the Health Care Authority. This is a permanent, full-time, overtime-eligible position that is not covered by a union bargaining agreement.

BACKGROUND: The Washington State Health Care Authority (HCA) is a cabinet-level agency of Washington State government whose mission is to be a leader in health care policy, purchase quality health care and other benefits, and provide excellent services for its programs. It carries out this mission by contracting with health plans and other contractors to provide health, dental, and other insurance coverage to state employees, retired state employees, enrollees in the Basic Health program, and uninsured low-income individuals served by community clinics. The agency also serves as the lead agency for the state's evidence-based prescription drug program, state prescription drug purchasing consortium, and state health technology assessment. The Uniform Medical Plan (UMP), a division of HCA, is a self-insured medical plan which is offered to active and retired employees of state government, K-12 school districts, educational service districts, political subdivisions and employee organizations representing state civil service workers. HCA employs approximately 280 people located in Lacey and Seattle.

WHO MAY APPLY: This recruitment is open to anyone who meets the **REQUIREMENTS** and who most closely meets the **DESIRED QUALIFICATIONS**.

DUTIES:

- **Independently responds to calls** on the Uniform Medical Plan (UMP) reception line and toll-free provider line, including calls and voicemail messages from network providers, providers applying to participate in the UMP network, and UMP enrollees. Answers questions on the provider application process and status of applications, checks for completeness of documents, sets up new provider files and prepares materials for review by credentialing specialists, and performs accurate data entry of applicant information into the UMP provider database. Resolves calls or, if necessary, routes to appropriate subject area expert.
- **Serves as the main receptionist**, greeting visitors, maintaining visitor sign in/out sheet and distributing visitor badges. Follows UMP security procedures.
- **Organizes office activities such as meetings, special events, and staff coverage of critical functions.** For example, ensures coverage of the reception area during all business hours, and coordinates availability of clinical staff to handle medical appeals. Schedules meetings, reserves conference rooms and equipment (or rents facilities), develops and distributes agendas, prepares materials, takes minutes, tracks and sends reminders on follow-up items. Maintains schedule for conference rooms and other staff as needed.
- **Offers general support duties.** Sorts, sends and distributes mail and faxes to appropriate UMP staff. Performs filing, setting up files, copying, and archiving of aged files. Orders and monitors stocks of office supplies. Maintains office equipment such as fax machines and copiers. Arranges facility and equipment repairs.
- **Writes routine business correspondence; proofreads, and formats documents** drafted by UMP managers and staff.
- **Uses databases and spreadsheets to enter and track administrative data** such as application and network provider information, employee leave balances and schedules, enrollee and provider complaints, UMP vendor contracts and payments, etc.
- **Maintains confidentiality of protected health information.**

REQUIREMENTS:

Interpersonal skills: Demonstrated ability to interact effectively with customers and present polished, professional service. Ability to perform well in a team of co-workers by exhibiting flexibility, honesty, reliability, and mutual respect.

Software knowledge and skills: Experience using databases, spreadsheet, word processing, e-mail, Internet and other specialized software.

Communication: Experienced in professional business writing; including spelling, grammar, proofreading and formatting documents.

Time management: Ability to effectively prioritize and perform multiple tasks concurrently, handle interruptions appropriately, and stay focused.

Research/problem-solving: Demonstrated ability to independently analyze problems and judge the best solution or action to resolve or respond to varying situations.

Confidentiality: Demonstrated ability to effectively maintain the highest level of confidentiality at all times.

DESIRED QUALIFICATIONS:

One or more years experience working in a health care provider organization with knowledge of common provider contracting issues and health care terminology is highly desired.

Customer service: Experience responding to difficult customer service calls in a busy environment, as well as experience in diffusing angry callers.

IN ADDITION, CANDIDATES MUST HAVE ABILITY AND WILLINGNESS TO:

- Maintain punctual attendance.
- Perform routine tasks in an office environment.
- Work at a computer often 80% of the workday in an office setting.
- Handle competing priorities and multiple deadlines.
- Achieve results and stay calm during stressful circumstances.

Application Process:

Candidates may apply by submitting the following packet of information:

1. A letter of interest clearly describing how you meet the Requirements and Desired Qualifications;
2. A Washington State application(available at: <http://www.dop.wa.gov/Resources/Forms/> listing names of employers, dates of employment, and degree(s) attained;
3. The reference authorization form. (Please scan, fax, or mail in with signature.)

Mailing Address	Email Address and Fax	Contact Information
Health Care Authority Human Resources Office PO Box 42698 Olympia WA 98504-2698	Please use: <u>Office Assistant 3, UMP</u> in the subject line hrrmb@hca.wa.gov Fax: (360) 923-2604	Patti Scherer-Abear (360) 923-2734 TTY: (360) 923-2703

REFERENCE AUTHORIZATION FORM

To Whom It May Concern:

I, _____, authorize the Health Care Authority to contact my current and/or previous employers and anyone else appropriate in establishing my qualifications for the purposes of verification and reference. I knowingly and voluntarily release the State of Washington Health Care Authority, its individual employees, and all my former or present employers and their individual employees, from any and all known and unknown claims for damages or other relief arising out of the department's request for and receipt of employment information, unless my current or former employer is prohibited by state or federal law from disclosing the information that the department requests. This authorization includes review of state employee personnel files.

Date _____ Printed name of applicant _____

Applicant's signature _____

NOTE: A photocopy of this information shall be as valid as the original

The Health Care Authority vigorously pursues diversity in the workforce. Women, racial and ethnic minorities, persons of disability, and disabled and Vietnam-era veterans are encouraged to apply. Persons of disability needing assistance in the application process may call the Health Care Authority Human Resources Office at (360) 923-2819 or TTY (360) 923-2703. Applicants needing this announcement in an alternate format should contact our ADA Coordinator at (360) 923-2805 or TTY (360) 923-2701.